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ABSTRACT

A total of 1,002 students enrolled in the University of Alberta for the 1973-74 academic year completed a questionnaire designed to assess their awareness of the student service offices. Seventy-five percent of the students had some idea of where to find many of the student offices but only one in every 16 could recall the telephone number of a student-run, dial-a-friend office. Although many students could not recall specific locations and telephone numbers, they did know that the services existed and were able to direct a hypothetical friend facing a series of problems to the proper offices. At some point in their own career at the University of Alberta, as many as half of the students in this study had personally used one or more of the student service offices. The most popular offices, both in terms of patronage and perceived value of service, were Canada Manpower, Student Awards, Student Counseling, and Student Health. While communication between service and student is a problem, it appears that those Alberta students who need guidance, counseling, and assistance do know about the university's agencies and how to use them. (Author/LBH)

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PERCEPTION AND UTILIZATION OF STUDENT SERVICES

David Otto, Ph. D.

Presented to the

Canadian Society for the Study of Higher Education

June 7, 1974

Toronto, Ontario

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ABSTRACT

Perception and Utilization of Student Services

Daivd Otto

North American educators have always felt a need to provide extra curricular guidance to their students. How much does the current recipient population, the students now in higher learning, know about these services? Has this function of extra care for the student outlived its traditional usefulness?

One thousand and two students enroled in the University of Alberta for the 1973-74 academic year completed a questionnaire deisgned to assess their awareness of the Student Service offices. Three of every four students had some idea of where to find many of the student offices but only one in every sixteen could recall the telphone number of a student run dial-a-friend office.

Although many students could not recall specific locations and telephone numbers, they did know that the services existed and were able to direct a hypothetical friend facing a series of problems to the proper offices. At some point in their own career at the University of Alberta as many as one half of the students in this study had personally used one or more of the Student Service Offices. The most popular offices, both in terms

of patronage and perceived value of service, were Canada Manpower, Student Awards, Student Counselling, and Student Health.

While communication between service and student is a problem, it would appear that those students at the U. of A. who need guidance, counselling and assistance know about the University's agencies and how to use them.

PERCEPTION AND UTILIZATION OF STUDENT SERVICES

History

Responsibility for college student behaviour traditionally rested in the hands of two student officers during the first half of this century. Maintaining separate but equal offices, the Dean of Men and Dean of Women were the dominant figures on campus, each responsible for his or her own portion of the student population. Their charge centered about the concept of in loco parentis, in that supervision of morals, academic performance, ethics, decorum, and in some cases religious practices seemed to have been their principal responsibility.

Bailey & Sheppell (1972) found that the Dean of Men's role had diminished somewhat between 1935 and 1970 in the areas of academic supervision and chaperonage of student social activities, but remained relatively constant in the areas of counselling and discipline.

Dr. Mary Evelyn Dewey (1972), on the other hand, contends that all of student personnel work is in serious trouble. As she says:

> "...the field has no clear definition of function acceptable to the educational field at large... there is little recognition or acceptance of the field by the students it presumably serves, or by faculty or administrative colleagues.... we have not made it in the central arena of the institution." (p. 59)

McMillin & Cerra (1972) confirm Dewey's assertion that student personnel work has "not made it in the central arena of

the institution". They found that 28% of the responding students (or one out of every four) at a midwestern U. S. university did not know a counselling centre existed on campus.

What has happened to the student personnel worker? Are the student officers losing some of their effectiveness?

This spring, at the behest of the Board of Governors of the University of Alberta, the Office of Institutional Research and Planning surveyed the students on their perception and utilization of Student Services.

Two thousand, two hundred and sixty questionnaires were mailed to full and part time students. One thousand and two usable questionnaires were returned by the predetermined cutoff date. This represented slightly less than 5% of the student body.[1]

Findings

If a student wishes to use any of the student services he must first know what is available to him. Many of these offices advertise their location and purpose in official publications

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[1] I am indebted to Ms M. Holland of the Office of Institutional Research and Planning for coding the questionnaires and preparing the tables used in this paper.

such as the University Calendar. The Office of Student Affairs inserts a ten page foldout describing its operation into University correspondence directed to the freshman matriculant. The Registrar's Office distributes a Prospective Students Handbook which, among other information, describes the Student Service Offices. The campus is bedecked with posters during registration week offering a plethora of aids to the student. Amongst these crowded announcements are posters publicizing the Student Service Offices.

The student has certainly had the opportunity to be apprised of Student Services, but can he still remember where they are and what they are there for? A practical test of the mere physical location was one of the questions put to the student in this survey. Two locations outside the purview of this study, a campus pub run by students and the office of the President of the University were added to this list in order to supply a different perspective to the interpretation of the responses.

Knowledge of the Location of Existing Services

The respondents were asked to match a list of campus offices with a corresponding list of buildings (question 15). Table 1 shows that proportion of the students in the sample who matched these items correctly, incorrectly, or not at all. More than one half of the students correctly identified the location

of Student Awards, Canada Manpower, Student Help, Room at the Top (the Students' Union Pub) and Student Counselling; while less than 25% knew where the Dean of Men's Office or the Provost's Office were situated. Slightly greater than 30 percent of the respondents were able to correctly site the Dean of Women's Office and the Office of the President of the University.

TABLE 1 HERE

Remembering where an office is can be one indication of how often it is visited. Question 10 asked the student to check those offices he voluntarily visited during the '73-'74 academic year.

TABLE 2 HERE

An examination of the rank order of those offices which are mentioned in both questions reveals a close association between the number of people who visit these offices and the correct identification of the building in which it is located.[1]

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[1] The Kendall Rank Order Correlation Coefficient (Tau) is .93.

A Short Quiz on Student Help

Knowledge of the location of Student Help is probably not as important as knowing how to contact the service. This service is mainly a telephone information centre operated by students for students. Student Help has two main functions: one as a referral service and the other as a place where lonely students can find empathic listeners.

Because it employs the telephone as the initial (and sometimes only) mode of contact, the students in our sample were asked to identify the directories and other sources of the Student Help telephone numbers. Students were also asked to recite any one of the four numbers from memory.

The student responses showed that hardly anyone knew Student Help's telephone number, or where to find it. The actual structure of the question on the sources of the telephone numbers was such that nine choices or alternatives were offered the respondent, of which five (including choice #9) were correct. Respondents could check as many sources as they wished, and the reader is warned of the 'shotgun' approach some students may have taken (i.e., if I check enough alternatives in the multiple choice question, perhaps I may hit the right one). We therefore set a criterion score of 51% correct, using the ratio of the number of correct answers a single respondent gave to the total number of his responses to Question 11. Only 17.8% , or

fewer than one of every six people in the sample, were more than 51 percent correct in identifying the sources of Student Help's telephone number.

TABLE 3 HERE

We further tested the students' memory by asking them if they could write Student Help's number in the boxes provided in the questionnaire. As this was a questionnaire which the student completed without any direct surveillance, he could have looked up the telephone number if he chose. Despite this opportunity and the mnemonic device 432 HELP, only one out of sixteen (or 6.7%) of the respondents could correctly write in one of the four Student Help telephone numbers.

One should not be too harsh on Student Help. That organization's posters are conspicuously placed on walls and bulletin boards all over campus. Absent from these same walls and bulletin boards are the posters of Student Counselling, Student Awards, Student Health, University Ombudsman and sundry other student service units. We did not test the memory of the students on the telephone numbers of these units. One shudders to think what the probable correct response rate for these units would have been had we asked that question.

Four Frequently Visited Offices

Question 10 asked the student which offices he voluntarily went to in the course of his academic year at the University of Alberta. Among the four most frequently visited offices were Student Health, Student Counselling, Canada Manpower and Student Awards. The final question of the questionnaire focused on these four units. Students were asked to respond only if they had ever utilized one or more of these four offices. The number of students responding to question 16 is larger than the number of students who responded to question 10. There are two reasons for this. Firstly, question 10 asked the student to check offices he voluntarily visited. Secondly, question 10 limited itself to visits this year while question 16 asked the student if he had ever gone to these four offices. The objective of question 16 was to see how foreboding or friendly these offices appeared in the eyes of the students.

TABLE 4 HERE

Nine out of every ten students in the sample who went to these four offices found it easy to get an appointment. This strongly suggests that members of these four offices have overcome some of the resistance tactics bureaucratic officials occasionally employ to dissuade too many clients from "abusing" the service.

Another discouraging tactic bureaucrats employ is to confront the customer with a multitude of forms which need to be completed. Students felt Canada Manpower and Student Awards asked either that too many forms had to be completed, or, as we suspect of Student Awards, that too many personal questions were required of those applying for loans.

While these two offices suffered on that dimension, students said that appointments were at a time more convenient to them than was the case in the other two offices.

The attitudinal posture of each office begins to emerge when one looks at the responses to all four offices and adds what is known about the standard operational procedure of each.

Student Health Service, for instance, does not make appointments, except in the case of its dentist and medical specialists. If anyone has a malady, he can go directly to Student Health and hope that there are not too many students in the waiting room. Thus it is easy to get an appointment, and, thanks to the Alberta Health Care Insurance Plan, forms are kept to a minimum. Because of a populated waiting room, however, some may feel that the only time to get to Health Service is at a time inconvenient to them. On the other hand two out of every three students in the study felt that they could just drop in when they wish.

Student Awards is a small office with just a few

individuals. Its simplicity suggests a personal touch, where one can easily obtain an appointment at a time most convenient to him. Because of its size, and no doubt the personality of the staff, many students felt they can drop in for a chat. The office, however, did appear to inundate the student with forms.

It was reported easy to get an appointment with Student Counselling, although it might have been at a time inconvenient to most students. Students were bothered the least by the quantity of forms they were asked to complete in this office. Student Counselling maintains one counsellor at all times for those who just walk in with a problem, but this fact seems to have gone unnoticed by the students, who in this study observed the general office procedure of seeing a counselor by appointment, and consequently felt that one was mildly discouraged from just dropping by for an informal conference.

While it was easy to make an appointment at Canada Manpower and at a time not too inconvenient to most of the patrons, the students seemed to be bothered by the extensive forms required by this office. This service, it must be realized, is a branch of a federal department, and as such, may be subject to policies designed to encompass all manner of applicants in the job seeking public. Slightly more than one out of every two students in the sample who used the service felt it was the kind of place where one could drop in for a visit.

An Assessment of the Quality of Service

Question 14 asked the student to select from a list of offices the ones which he found to be of top quality service to him and his friends. Because the student had as many choices as he wished, each of these offices had a possible total of all the students in the sample. The offices are ranked by the total number of checks each received.

TABLE 5 HERE

Student Health Service, the most visited office of any, had received the highest commendation from the students in this sample. It received nearly twice as many checks as the next highest unit.

Perception of the Function of an Office

A number of offices on the University of Alberta campus have been established to provide services to the students. Some of the functions of these offices are easily identified with the office, e.g., Student Health, Student Awards, etc. Other offices have a less clear association. Where, for instance, would a student go for personal counselling of a nonacademic or nonvocational nature? On campus he could legitimately see 1) Student Health, 2) Student Counselling, 3) Student Help, 4) the

University Ombudsman, 5) the Provost, 6) the Dean of Women, 7) the Dean of Men, or 8) the University Chaplain. How does a student determine which office to approach for assistance? Question 8 of the questionnaire asked the student to suggest places that he would send a friend in a variety of problematic situations. These situations can be classified under three rubrics: (1) employment and career counselling, (2) medical treatment, and (3) personal problems.

(1) Employment and Career Counselling

The first issue concerned difficulty locating employment. Almost all of the respondents (95.4%) felt Canada Manpower would be the proper office to meet this need.

When asked where to send a friend who was having difficulty deciding on the choice of a career, however, three out of four of the respondents (or 75%) indicated that they would send their friend to Student Counselling. An additional 7% recommended Canada Manpower, and 6% suggested the faculty Dean's Office. Clearly the majority of students saw Student Counselling as the office which helps one decide what kind of career he might best be suited for, but Canada Manpower is the office a student turns to when looking for a job.

TABLE 6 HERE

(2) Medical Treatment

Five items in Question 8 dealt with medical problems, and are presented in Table 7 below.

TABLE 7 HERE

Student Health was mentioned by 7 out of 10 of the respondents as the place they would send friends in need of medical treatment. But when asked about the problem of a friend 'strung out on drugs' or of a friend 'feeling severely depressed lately', the students recommended both medical and personal counselling services in roughly equal proportions, but perceived drugs as more medical than psychological and melancholia just the reverse.

(3) Personal Problems

Some problems are not of a medical nature, however. When asked where a student would send a friend who '...needed a large amount of money', two out of three (66.7%) of the respondents recommended Student Awards, and another 24.9%, or one of every four students, suggested a bank or credit union.

Eight out of every ten respondents mentioned Student Counselling and Student Help when asked where they might send a friend who was having trouble deciding what to do with his or

her life.

Student Counselling and Student Help were among the least mentioned when the student was asked where he would send a friend who was having grave doubts about his or her religious beliefs. Naturally the offices of the University Chaplain (44.1%), one's own minister (33.1%) and religious groups on and off campus (8.5%) received the most frequent commendations.

TABLE 8 HERE

The last item dealt with the interpersonal social problems between two dating students ("where would you send a friend having problems with his or her girl (boy) friend?"). The majority of responding students would turn to Student Help. Four out of ten students (40%) mentioned that service. One out of four (25%) recommended Student Counselling. Twenty percent (or one out of five) suggested that the friend consult his family and friends.

Discussion

The results partially corroborate the conclusions drawn by McMillan and Cerra. These authors reasoned that the counselling centre was failing in its efforts to communicate to the student

if only three out of every four students knew of its existence. Slightly more than half of the students in the sample at Alberta could correctly locate their University's office of Student Counselling. It does appear that the students are deficient in remembering isolated facts. One should ask himself, however, if knowledge of an address or telephone number is synonymous to knowledgeof an office's function.

The recommendations by students as to which offices they would send friends in various problematic situations follows the intended division of labour amongst these offices. Canada Manpower is good for finding one a job, but Student Counselling is seen as more useful in helping one choose a lifelong occupation. Student Health is seen primarily for the treatment of physical ailment, but it can also be an avenue of counselling on emotional problems. Student Counselling and Student Help were identified as the major sources of aid when friends had personal and interpersonal problems. The University Chaplains and the Office of Student Awards were prominently mentioned for their respective roles. In each of these situations two-thirds or more of the students either nominated one office or two offices of the same ilk (e.g., the University Chaplains and local ministers, the Student Health Service and family doctor, etc.). I would suggest that the problem, at Alberta at least, is less one of efficient communication and more one of felt need by the student.

The utilization of the various services has curious incongruities when the patterns of responses of each sex is examined. One observes in Table 2 that female students tend to be more frequent patrons of Student Health, the University Chaplain, Student Help and the Dean of Women while male students patronize Canada Manpower, Student Awards, Student Counselling and the University Ombudsman. This suggests, as Dr. Bardwick (1971) has suggested, that female students tend to seek out counsel which is more concerned with personal aspects of life while male students seek assistance in more materialistic domains.

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TABLE 1

Question 15: "Where are the following offices located?"

Office	Gave Correct Location		Gave Incorrect Location		Did Not Respond	
	Frequency	% of Total*	Frequency	% of Total*	Frequency	% of Total*
Room at the Top (Student Union Pub)	787	78.5	15	1.5	200	20.0
Canada Manpower	777	77.5	20	2.0	205	20.5
Student Awards Office	578	57.7	47	4.7	377	37.6
Student Help	552	55.1	43	4.3	407	40.6
Student Counselling	547	54.6	51	5.1	404	40.3
Dean of Women	312	31.1	209	20.8	481	48.1
President of the University	305	30.4	196	19.6	501	50.0
Dean of Men	216	21.5	215	21.5	571	57.0'
Foreign Student Office	190	19.0	197	19.6	615	61.4
Provost	163	16.3	141	14.1	698	69.6

* Total Sample = 1002 respondents.

TABLE 2

Question 10: Have you ever voluntarily visited one or more of the following offices this year? (presented in rank order, from highest of lowest number of visits reported).

Office	Females		Males		Total	
	Freq.	% *	Freq.	% *	Freq.	% **
Student Health	156	59.8%	105	40.2%	261	26.1%
Canada Manpower	76	43.7	98	56.3	174	17.4
Student Awards	43	39.81	65	60.2	108	10.8
University Chaplain	47	74.6	16	25.4	63	6.3
Student Counselling	19	45.2	23	54.8	42	4.2
Student Help	24	70.6	10	29.4	34	3.4
Dean of Women/Men	11	68.8	5	31.2	16	1.6
Foreign Student Office	5	41.7	7	58.3	12	1.2
University Ombudsman	2	40.0	3	60.0	5	0,5
Provost	2	50.0	2	50.0	4	0.4
None of the above	80	58.8	56	41.2	136	13.6

* These percentages are based on the total number of responses for each office. Thus 59.8% of the students who reported using Student Health were females (156/261 = 59.8%)

** This percentage figure is computed on the total number of possible responses (N = 1,002). Thus 261 students reported using Student Health, which represents 26.1% of the sample.

TABLE 3

(a) Question 11: Where would you look to find Student Help's telephone number?

Number of Choices Checked	Frequency	Percentage Correct						
		100%	75%	67%	50%	33%	25%	0%
0	57							57
1	163	54						109
2	166	9			77			80
3	217	3		55		145		14
4	398	1	56		287		54	
Total	1001	67	56	55	364	145	54	260
Percentage	100.0	6.7	5.6	5.5	36.4	14.5	5.4	26.0

17.8% scored better than half correct

82.2% scored half or less correct

(b) Question 12: If you know it from memory, please write it down.

	Frequency	Percentage
Correct number(s)	67	6.7%
Incorrect number(s)	7	0.6
No response	928	92.7
Total	1002	100.0%

TABLE 4
Question 16

(i) Was it easy to get an appointment?

Office	Number	Yes	No
Student Counselling	189	88.4%	11.6%
Canada Manpower	364	89.3	10.7
Health Service	542	88.6	11.4
Student Awards	236	91.1	8.9

(ii) Have you ever been depressed by the innumerable forms one has to fill out in this office?

Office	Number	Yes	No
Student Counselling	180	16.7%	83.3%
Canada Manpower	409	46.2	53.8
Health Service	522	17.4	82.6
Student Awards	273	35.5	64.5

(iii) Have you ever had to make an appointment with someone in this office at a time inconvenient to you?

Office	Number	Yes	No
Student Counselling	189	21.7%	78.3%
Canada Manpower	381	17.1	82.9
Health Service	502	20.3	79.7
Student Awards	246	7.3	92.7

(iv) Have you ever felt you could just drop in and see someone in this office?

Office	Number	Yes	No
Student Counselling	222	41.4%	58.6%
Canada Manpower	404	57.7	42.3
Health Service	522	66.3	33.7
Student Awards	269	64.7	35.3

TABLE 5

Question 14. Rank order of services felt to be providing top quality service.

Office	Frequency	Percentage of Sample*
Student Health	531	53.0%
Intramural Athletics	279	27.9
Dean/Associate Dean of one's faculty	262	26.2
Canada Manpower	259	25.9
Student Awards	200	20.0
Students' Union	149	14.9
Student Counselling	134	13.4
Student Help	114	11.4
Undergraduate Associations	88	8.8
Dean of Men/Women	59	5.9
Campus Chaplains	55	5.5
Resident Hall Advisor	50	5.0
Foreign Student Advisor	31	3.1
Graduate Student Association	28	2.8
Provost	8	0.8

* Total Sample = 1002 Students

As many offices could be checked off as desired.

TABLE 6

Question 8: "Think now of how often you have been with a group of your friends when someone mentions a personal problem he or she is having. One's usual reaction is to help, but sometimes the problem may be too complex.

In a situation like that, which offices, or centres or agencies on or off campus would you first send your friend to if he or she:

(a) were looking for a job and was having difficulty finding one?

Office	Frequency	Percentage
Canada Manpower	842	95.4
Newspaper Want Ads	18	2.0
Family and/or Friends	11	1.2
Other	12	1.4
Total Response	883	100.0

(m) were having trouble deciding what kind of a career he (she) should prepare for?

Office	Frequency	Percentage
Student Counselling	503	77.4
Canada Manpower	43	6.6
Dean, Faculty Level	40	6.2
Student Help	20	3.1
Dean Men/Women	14	2.0
Other	30	4.6
Total Response	650	100.0

TABLE 7

The percentage of Respondents who would send a Friend to each of Three Medical Areas

Item	Student Health and Res. Nurse	Family Doctor or Clinic	Hospital
'...had been running a persistent high temp.'	83.6%	10.2%	5.9%
'...suspected she was pregnant.'	72.0	18.5	1.8
'...suspected V.D.'	78.5	17.4	1.6

* One of the local clinics specifically mentioned was Birthright for pregnant women.

Offices one would send a friend to in the event of either being 'strung out on drugs' or 'feeling severely depressed'.

Medical Services	Strung out on drugs		Severely Depressed	
Student Health	31.5%		34.2%	
Local Family Dr. or Local Clinic	6.8		7.3	
Hospital	6.8		1.0	
Drug Rehab. Centres	8.1	53.2	—	42.5
Counselling Services				
Student Help & We Care	36.4%		31.3%	
Student Counselling	5.1		15.7	
University Chaplain/own Minister	2.3		4.2	
Family and/or Friends	1.4	45.2	4.2	55.9
Other		1.6		1.6
Total		100.0		100.0

Question 8: Where to send a friend who was having a problem...if he (she):

(d) needed a large amount of money?

Office	Frequency	Percentage
Student Awards	520	66.7%
Bank/Credit Union	194	24.9
Student Counselling	17	2.2
Student Help	16	2.0
Registrar's Office	14	1.8
Family and/or Friends	8	1.0
Other	11	1.4
Total Response	780	100.0%

(h) were having trouble deciding what to do with his (her) life?

Office	Frequency	Percentage
Student Counselling	437	69.5
Student Help	66	10.5
Family and/or Friends	29	4.6
Local Minister	19	3.0
Other	78	12.4
Total Response	629	100.0

(l) were having grave doubts about his (her) religious beliefs?

Office	Frequency	Percentage
University Chaplain	269	44.1
Local Minister	202	33.1
Campus Religious Individuals or Groups	52	8.5
Student Counselling	28	4.6
Family and/or Friends	25	4.1
Student Help	22	3.6
Other	12	2.0
Total Response	610	100.0

(n) were having problems with his (her) girl (boy) friend?

Office	Frequency	Percentage
Student Help	185	40.0
Student Counselling	114	24.6
Family and/or Friends	93	20.1
Dean of Men or Women	19	4.1
Some religious person or group	26	5.6
Student Health	11	2.4
Other	15	3.2
Total Response	463	100.0

A STUDY OF EXTRACURRICULAR SERVICES OFFERED THE STUDENTS AT THE U OF A

Check the appropriate box (☑) or fill in the box (☐) provided.

1. Year of birth: 19☐☐ 2. Sex: [1] Female [2] Male

2. Faculty or School (check one of the numbers)

[01] Agriculture	[07] Education	[13] Medicine
[02] Arts	[08] Engineering	[14] Nursing
[03] Bus. & Comm.	[09] Graduate Studies	[15] Pharmacy
[04] College St. Jean	[10] Household Econ.	[16] Phys. Ed. & Rec.
[05] Dental Hygiene	[11] Law	[17] Rehab. Medicine
[06] Dentistry	[12] Library Science	[18] Science

4. Year in your Faculty or School: (check one of the numbers)

[1] First [2] Second [3] Third [4] Fourth [5] Graduate/Professional

5. [1] Full Time Student [2] Part Time Student

6. I am a citizen of a country located in one of the following areas:

(check one of the numbers)

[1] North America [2] Central and South America or the Caribbean Islands

[3] England and Europe [4] U.S.S.R. [5] Middle East [6] Africa

[7] Asia, Phillipines and Japan [8] Australia, Borneo & New Zealand

[9] India, Pakistan and Bangladesh [-] Other

7. While attending the University I now live in: (check one of the numbers)

[1] University	[2] Michener Park
[3] HUB	[4] Fraternity or Sorority
[5] Parents' Home	[6] Private Housing (apartment, basement suite, high-rise, etc.,)

GO TO NEXT PAGE

8. Think now of how often you have been with a group of your friends when some one mentions a personal problem he or she is having. One's usual reaction is to help, but sometimes the problem may be too complex.

In a situation like that, which offices, or centres or agencies on or off campus would you first send your friend to if he or she:

(a) were looking for a job and was having difficulty finding one?

(b) wondered if he or she was eligible for an Advanced Studies?

(c) had been running a persistent high temperature?

(d) needed a large amount of money?

(e) were feeling severely depressed lately?

(f) were strung out on drugs?

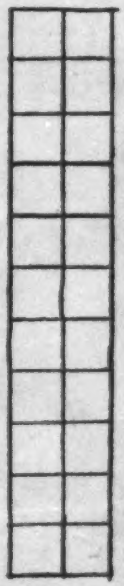
(g) wanted to transfer into another school or faculty on campus?

(h) were having trouble deciding what to do with his (her) life?

(i) suspected she were pregnant?

(j) suspected he (or she) had V.D.?

(k) felt he (she) had been unjustly graded on his (her) last exam?



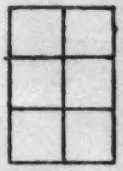
MORE

(l) were having grave doubts about his (her) religious beliefs?

(m) were having trouble deciding what kind of a career he (she) should prepare for?

(n) were having problems with his (her) girl (boy) friend?

Comments:



9. Have you ever been advised to visit one or more of the following offices this year? (please check the number in the box of each of the ones you were advised to visit)

[1]	Student Health	[6]	University Ombudsman
[2]	University Chaplain	[7]	Dean of Women (Men)
[3]	Student Counselling	[8]	Student Help
[4]	Canada Manpower	[9]	Student Awards
[5]	Provost	[10]	Foreign Student Office

[0] None of the above

10. Have you ever voluntarily visited one or more of the following offices this year? (please check the number in the box of each of the ones you voluntarily visited)

[1]	Student Health	[6]	University Ombudsman
[2]	University Chaplain	[7]	Dean of Women (Men)
[3]	Student Counselling	[8]	Student Help
[4]	Canada Manpower	[9]	Student Awards
[5]	Provost	[10]	Foreign Student Office

[0] None of the above

STILL MORE

11. Where would you look to find Student Help's telephone number? (check the number in the box of all the sources you personally know of)

Directories such as: [1] Student Directory [5] Edmonton phone book

Newspapers such as: [2] Poundmaker [6] Gateway [7] Edmonton Journal

Posters on the: [3] Walls [8] Bulletin boards

[4] I know if from memory [9] (Other Specify)

12. If you know it from memory, please write it down.

☐☐☐ ☐☐☐☐

Comments:

13. Perhaps we have overlooked an important need--something which you feel this campus needs so that it can provide better, more extended services to the student...Please use the space below (and elsewhere) to tell us...

STILL MORE

14. Below is a list of offices which are designed to help students. Please check the number in the box of the office (or offices) which you feel has provided top quality service to you and your friends.

[1]	Dean of Men (Women)	[9]	Students' Union
[2]	Foreign Student Advisor	[10]	Canada Manpower
[3]	Resident Hall Advisor	[11]	Student Health
[4]	Chaplains on Campus	[12]	Student Awards Office
[5]	Faculty Dean or Associate Dean	[13]	Student Help
[6]	Graduate Students' Association	[14]	Provost
[7]	Intramural Athletics	[15]	Student Counselling
[8]	Your Faculty Undergraduate Associstion (if you have one)		

15. Where are the following offices located? (N.B. some buildings may house more than one of the listed offices) Please place the building number in the box opposite the office.

	Office	Building
[ ]	Dean of Men	1. = Administration Building
[ ]	Foreign Student Office	2. = University Hall
[ ]	Dean of Women	3. = Students' Union (SUB)
[ ]	Provost	4. = HUB
[ ]	Student Awards Office	5. = P.E. Building
[ ]	Canada Manpower	6. = Lister Hall
[ ]	Student Help	7. = General Services Building
[ ]	RATT	8. = Pembina Hall
[ ]	President of the University	9. = Assiniboia Hall
[ ]	Student Counselling	

NOT MUCH MORE

16. Answer these questions if you have ever gone to Student Counselling, Canada Manpower, Health Services or Student Awards Office--otherwise, mail the questionnaire to me in the enclosed postage paid envelope.

	Student Counselling (check the appropriate box)		Canada Manpower		Health Service		Student Awards	
Was it easy to get an appointment?	Yes	No	Yes	No	Yes	No	Yes	No
Have you ever been depressed by the innumerable forms one has to fill out in this office?	Yes	No	Yes	No	Yes	No	Yes	No
Have you ever had to make an appointment with someone in this office at a time inconvenient to you?	Yes	No	Yes	No	Yes	No	Yes	No
Have you ever felt you could just drop in and see someone in this office?	Yes	No	Yes	No	Yes	No	Yes	No
	1	2	1	2	1	2	1	2

Comments:

THANK YOU